

Message Text

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ACTION EUR-12

INFO OCT-01 ISO-00 CAB-02 CIAE-00 COME-00 DODE-00
DOTE-00 EB-08 INR-07 NSAE-00 FAA-00 SIL-01 LAB-04
TRSE-00 SS-15 NSC-05 L-03 PA-01 PRS-01 /060 W
-----002030 090038Z /13
R 081447Z NOV 77
FM USMISSION USBERLIN
TO AMEMBASSY BONN
INFO SECSTATE WASHDC 5652

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E O 11652: NA
TAGS: PGOV EAIR BQG
SUBJ: REPORTED UNHAPPINESS IN PAN AM FLIGHT CREWS

REF: (A) USBERLIN 2809, (B) USBERLIN 2848

SUMMARY: BERLIN PRESS HAS PRINTED CONTENTS OF LETTER FROM PAN
AM FLIGHT ENGINEER TO LOCAL MANAGEMENT COMPLAINING ABOUT
ALLEGED PAN AM MANAGEMENT DEFICIENCIES. UNHAPPINESS OF SOME
U.S. PERSONAL EVIDENT, THOUGH NOT SERIOUS AS YET. END SUMMARY.

1. ARTICLES APPEARING IN NOVEMBER 4 MORGENPOST AND TAGES-
SPIEGEL CARRY SUBSTANCE OF LETTER (PARA 3 REF B) WRITTEN BY
PAN AM FLIGHT ENGINEER TO PAN AM MANAGEMENT OUTLINING SEVERAL
COMPLAINTS FLIGHT ENGINEERS REPORTEDLY HAVE ABOUT PAN AM
OPERATION IN BERLIN. ACCORDING TO ARTICLES FLIGHT ENGINEER
REPROACHED PAN AM'S MANAGEMENT ON THE FOLLOWING POINTS:

(A) THE PAN AM BERLIN FLEET OF 13 AIRCRAFT IS TOO SMALL TO
MEET ITS IGS RESPONSIBILITIES AND MAKE REGULAR FLIGHTS TO
SCANDINAVIA AND THE BALKANS. ANY DELAY ON INTERNATIONAL ROUTES
AUTOMATICALLY CAUSES DELAY ON THE BERLIN ROUTES.

(B) THERE IS A GROWING LACK OF SPARE PARTS WITH THE BERLIN

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PAN AM STATION. OFTEN SPARE PARTS MUST BE ORDERED FROM
"LUFTHANSA" IN WESTERN GERMANY AND THEN BROUGHT TO
BERLIN (SEE COMMENT REF B).

(C) THE TECHNICAL GROUND EQUIPMENT AT TEGEL AIRPORT IS OUT
OF DATE AND POOR SO THAT EVEN PROVISIONING OF THE PLANES
CAUSES DELAYS.

(D) GROUND CREWS HAVE BEEN REDUCED SO THAT IT OFTEN TAKES

15 MINUTES UNTIL THE DOORS OF A PLANE CAN BE OPENED.

(E) THERE ARE TOO FEW COUNTER ATTENDANTS AND MOREOVER, THE COUNTERS ARE DECENTRALIZED AT TEGEL AIRPORT.

(F) IN SPRING THIS YEAR, 12 FLIGHT ENGINEERS' POSTS WERE ELIMINATED ALTHOUGH BOTTLENECKS COULD HAVE BEEN EXPECTED ALREADY AT THAT TIME. THE MANAGEMENT IS TRYING TO GET THEM BACK BUT THEIR RESTORATION IS IMPOSSIBLE WITHIN A SHORT TIME.

2. THE FLIGHT ENGINEERS ARE REPORTEDLY OF THE OPINION THAT WITHOUT REINFORCING THE STAFF AND THE FLEET GOOD SERVICE WILL NOT BE POSSIBLE. THE FLIGHT ENGINEERS REGRETTED THAT THEIR REPEATED COMPLAINTS HAD NOT IMPRESSED MANAGEMENT. AT THE SAME TIME THEY STRESSED THAT THEY STOOD BEHIND PAN AM AND HOPED TO ASSIST PAN AM IN REGAINING ITS FORMER GOOD REPUTATION. ACCORDING TO THE PRESS REPORTS, THE TRANSPORTATION WORKERS UNION (OETV) AS WELL AS THE WEST BERLIN CHAMBER FOR INDUSTRY AND COMMERCE CONFIRMED THAT PAN AM HAS BEEN SHORTHANDED. OETV MOREOVER ANTICIPATED THAT A "BIG BANG" WOULD OCCUR UNLESS THE SITUATION OF THE STAFF WAS IMPROVED WITHIN THE NEXT SIX MONTHS.

3. MISSION HAS LEARNED ON STRICTLY CONFIDENTIAL BASIS FROM PAN AM PILOTS THAT LETTER WAS WRITTEN TO PAN AM MANAGEMENT, AND THAT IT WAS INTENDED TO BE A CONFIDENTIAL COMMUNICATION. A COPY FOUND ITS WAY TO THE SENAT, HOWEVER, AND ACCORDING TO OUR SOURCES, SENAT OFFICIALS WITH AN AXE TO GRIND WITH PAN AM LEAKED TEXT OF LETTER TO PRESS.
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4. OUR PILOT SOURCES ALSO TELL US THAT THERE IS INDEED SOME FRICTION AT PRESENT BETWEEN SOME OF THE AMERICAN FLIGHT CREW PERSONNEL AND PAN AM'S NEW YORK MANAGEMENT OVER PAY AND ALLOWANCES FOR PILOTS AND FLIGHT ENGINEERS STATIONED IN BERLIN. ADDITIONALLY, SOME PILOTS FEEL AIRLINE MANAGEMENT PLACING TOO MUCH EMPHASIS ON TURNING PROFIT AT COST TO TRAVELING PUBLIC AND BEST INTEREST OF WEST BERLIN. WHILE SOME DISSENSION DOES APPARENTLY EXIST, PILOTS WITH WHOM WE HAVE SPOKEN HAVE STRONGLY DENIED "STRIKE ACTIONS" BEING UNDERTAKEN BY COCKPIT CREWS, THOUGH WE HAVE RECEIVED INDICATIONS THAT SOME SLOW DOWNS MAY BE OCCURRING ON INDIVIDUAL BASIS. DISPUTE BY NO MEANS INVOLVES ALL PAN AM FLIGHT CREW MEMBERS. GRIEVANCES AGAINST PAN AM ARE MORE STRONGLY VOICED BY FLIGHT ENGINEERS, WHO HAVE SUFFERED DEEPER PERSONNEL CUTS, THAN BY PILOTS. IN FACT, LOCAL PILOTS' UNION REP HAS KEPT HEALTHY DISTANCE FROM ACTIVIST ENGINEERS. GEORGE

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Message Attributes

Automatic Decaptioning: X
Capture Date: 01-Jan-1994 12:00:00 am
Channel Indicators: n/a
Current Classification: UNCLASSIFIED
Concepts: PRESS COMMENTS, CIVIL AVIATION, ALLEGATIONS
Control Number: n/a
Copy: SINGLE
Sent Date: 08-Nov-1977 12:00:00 am
Decaption Date: 01-Jan-1960 12:00:00 am
Decaption Note:
Disposition Action: RELEASED
Disposition Approved on Date:
Disposition Case Number: n/a
Disposition Comment: 25 YEAR REVIEW
Disposition Date: 22 May 2009
Disposition Event:
Disposition History: n/a
Disposition Reason:
Disposition Remarks:
Document Number: 1977USBERL02876
Document Source: CORE
Document Unique ID: 00
Drafter: n/a
Enclosure: n/a
Executive Order: N/A
Errors: N/A
Expiration:
Film Number: D770413-0028
Format: TEL
From: USBERLIN
Handling Restrictions: n/a
Image Path:
ISecure: 1
Legacy Key: link1977/newtext/t19771181/aaaacrru.tel
Line Count: 111
Litigation Code IDs:
Litigation Codes:
Litigation History:
Locator: TEXT ON-LINE, ON MICROFILM
Message ID: 8233b71e-c288-dd11-92da-001cc4696bcc
Office: ACTION EUR
Original Classification: LIMITED OFFICIAL USE
Original Handling Restrictions: n/a
Original Previous Classification: n/a
Original Previous Handling Restrictions: n/a
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Previous Handling Restrictions: n/a
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Review Content Flags:
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Review Release Date: n/a
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Review Withdrawn Fields: n/a
SAS ID: 666761
Secure: OPEN
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Subject: REPORTED UNHAPPINESS IN PAN AM FLIGHT CREWS
TAGS: PGOV, EAIR, SOPN, US, BQG, PANAM
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